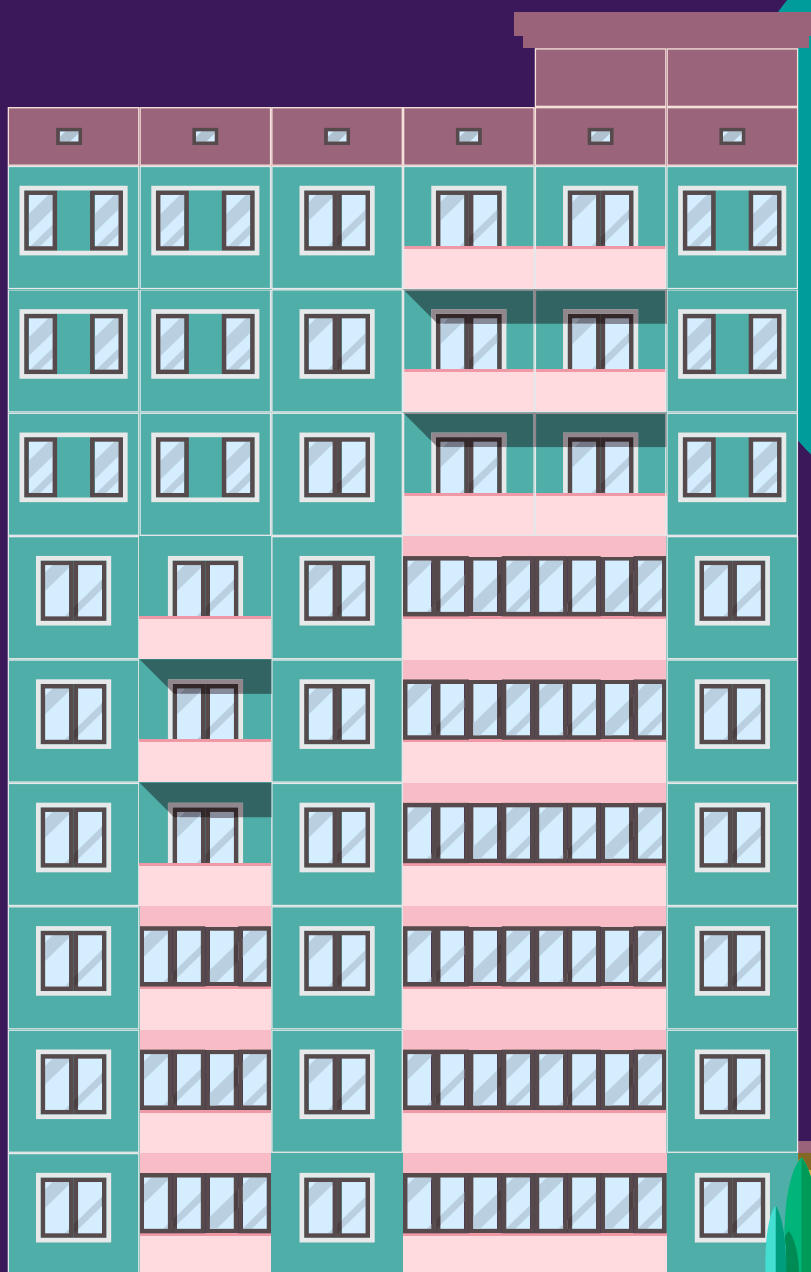


# Resident

# Engagement and Communication Plan



**Thaxted House,  
Siviter Way,  
Dagenham,  
RM10 9ST**

**Barking &  
Dagenham**

# Welcome

## Foreword



Housing is at the heart of our community's well-being, and we are committed to provide safe, affordable, and quality homes for all residents.

Building safety is non-negotiable. It's important we ensure our housing meets the highest standards of safety and quality.



We'll continue to work with you, providing key information on new regulations and what this means for you.

What's equally important is listening to our residents and involving you in how we manage and improve where you live – every step of the way.

We welcome your feedback and questions about how we maintain the safety standards of your home, because everyone deserves to have a safe living environment.”



**Leona Menville**

**Strategic Director, Homes, Environment and Communities**



# 1. Introduction

**Building Safety is about managing and controlling risks that may result in the spread of fire or risks that could result in a structural failure.**

The Building Safety Act 2022 was introduced in the wake of safety concerns for occupants of high-rise buildings, over 18 meters (7 floors) after the 2017 Grenfell Tower tragedy. The legislation is intended to improve the design, construction, and management of higher-risk buildings.

The new legislation also empowers residents in high-rise buildings to have greater say in how their building is kept safe. Residents will be able to raise building safety concerns directly to the owners and managers of their buildings.

We have developed a strategy which sets out how we will consult and engage with our residents that live in our tower blocks.

# 2. What is a bespoke Resident Engagement and Communication Plan

**In May 2024, we sent you a copy of our Highrise and Complex Buildings Engagement Strategy which set out how we planned to engage with you in relation to building safety.**

Alongside this strategy we also sent you a Resident Feedback Questionnaire since we wanted to know more about how safe you felt and whether you knew how to report fire safety concerns. Also, how you would like to be communicated with in relation to information that is available.

These questionnaires helped to inform this bespoke Resident Engagement Plan that has been created and personalised specifically for you and the other residents of Thaxted House having considered your needs and preferences.

This plan sets out how we will work in partnership with you regarding specific arrangements for your building.



Resident Engagement and Communication Plan - Thaxted House

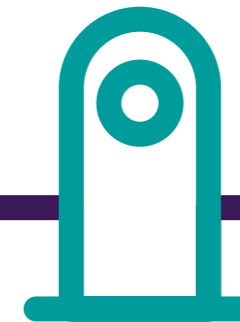
# 3. Compliance/ Building Safety Team

**We recognise the importance of keeping our residents and their families that reside in our tower blocks safe. We have restructured our teams, to include the following posts.**

A Fire and Building Safety Lead who will lead on building safety aspects in relation to fire safety.

Fire Safety Surveyors who are responsible for checking that all Fire Risk Assessments have been completed within the correct timescales and all actions from these are commissioned and completed to a satisfactory standard.

A Resident Safety Engagement team is also being created so that you as our residents have a single point of contact for all things Resident Engagement related from a Building Safety perspective. You can find out more about who your Resident Safety Engagement Officer is by emailing us at [housingservicesoffice@lbbd.gov.uk](mailto:housingservicesoffice@lbbd.gov.uk)



## Principal Accountable Person contact

The named accountable person for our high-rise buildings is:-

**E: [housingservicesoffice@lbbd.gov.uk](mailto:housingservicesoffice@lbbd.gov.uk)  
London Borough of Barking and Dagenham  
Town Hall Square, 1 Clockhouse Ave, Barking IG11 7LU  
T: 0208 215 3000**



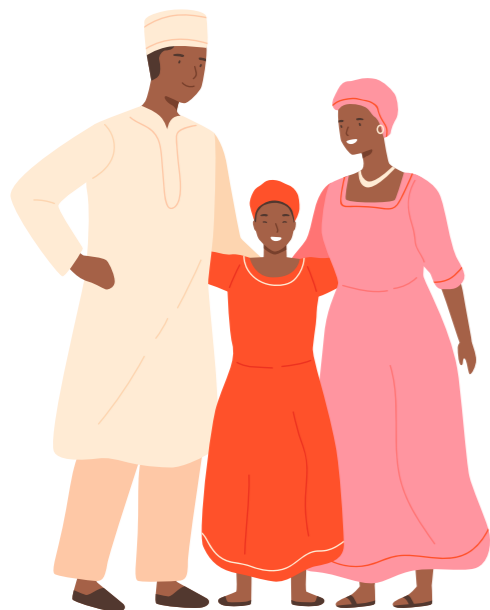
Resident Engagement and Communication Plan - Thaxted House

## 4. What you have told us so far

Firstly, we would like to start by thanking those of you who took time to take the survey. Your valuable feedback has inputted to the creation of this plan.

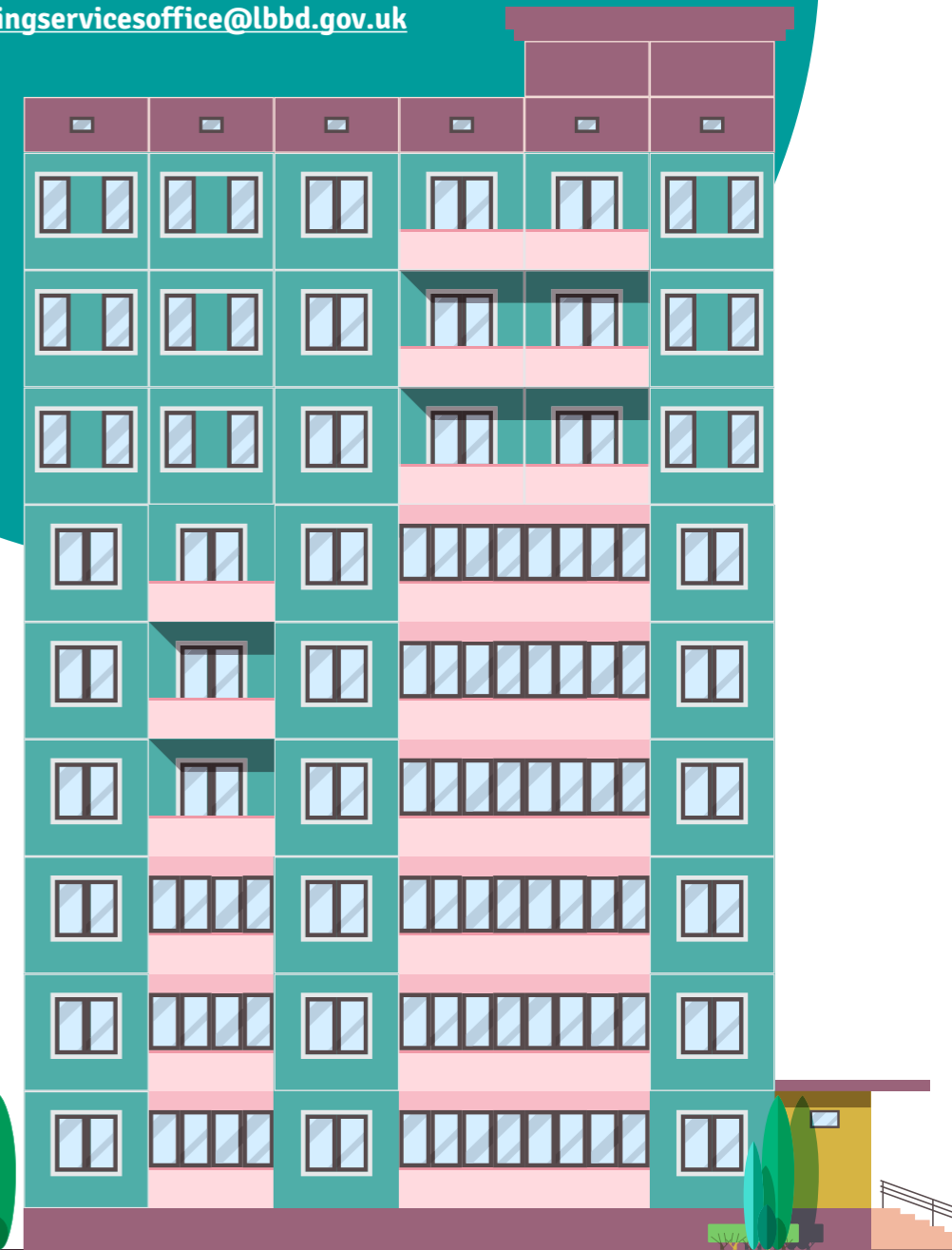
We received responses from 21 households in Thaxted House.

- We were pleased to see that of those households that responded 47% advised that they felt very safe or fairly safe. However, we want to improve on this and will continue to work hard to reassure the remaining 28% that felt neither safe nor unsafe and the remaining 25% that felt unsafe.
- 48% of residents who took part in the survey, confirmed that they had read the High Rise and Complex Building Strategy. The general feedback received was that it was clear and easy to understand. We recognise that the document was long and have used infographics to share information with you.
- Two residents came forward from those we already hold information on to say that they or a family member would need help evacuating in the event of a fire or an emergency. The Landlord Services Officer will contact these households.
- 85% of residents who responded confirmed they know how to report a fire safety repair in the communal area or raise a building safety concern.
- 95% of residents who responded confirmed they understand the part they play to keep themselves and their neighbours safe. We plan to send out further information on this and also hold a training exercise in the near future.
- There were no requests from residents for specific communication needs. These documents will be uploaded to our One Borough Voice platform with a page specifically designated for residents of Thaxted House. This site has a feature to translate documents into alternative languages and also enlarge them.
- We are pleased to see that there were 5 people who expressed an interest in forming a Resident Panel from your block. Our Resident Engagement Officer will contact these people and start discussions around forming a panel.



### Reminder of useful information

- If you or a family members circumstances change, and you need help evacuating in the event of an emergency or a fire you can tell us by [housingservicesoffice@lbbd.gov.uk](mailto:housingservicesoffice@lbbd.gov.uk)
- Report a fire safety repair by calling our Repairs department on **0208 215 3000**. Please ensure that you inform the operative that this is fire related so that they can action this repair quickly.
- You can report a building safety concern by emailing [housingservicesoffice@lbbd.gov.uk](mailto:housingservicesoffice@lbbd.gov.uk)



# 5. Sharing information, how you wished to be communicated with

Based on what you told us you advised us that you preferred to be communicated with as follows:-

THAXTED HOUSE, SIVITER WAY,  
DAGENHAM, RM10 9ST

Barking & Dagenham

## BUILDING SAFETY FEEDBACK



We recently invited you to complete a short survey to share your views on the types of information you want to receive in relation to your block, including health and safety. Thank you for taking the time to provide invaluable feedback which we've set out below.

### Feedback

**22%** of residents in your block responded to our survey

### We asked:

How safe do you currently feel living in your block/flat?

<b>19%</b> Very safe	<b>10%</b> Fairly unsafe
<b>28%</b> Fairly safe	<b>15%</b> Very unsafe
<b>28%</b> Neither safe nor unsafe	

### We asked:

How would you like to be notified of any works taking place within your block?



### We asked:

How would you like to receive health and safety information?



### We asked:

How would you like to receive block inspection forms?



**38%** via email  
**43%** via post

### We asked:

How would you like to receive Fire Risk Assessment reports?



**61%** via email  
**31%** via post

### We asked:

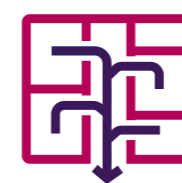
How would you like to receive Fire door inspections?



**29%** via email  
**62%** via post

### We asked:

How would you like to receive Fire Evacuation plans?



**29%** via email  
**43%** via post



**96%** of residents were satisfied with the types of information you receive



**85%** of residents said they know how to report a fire safety issue or a repair to the communal area

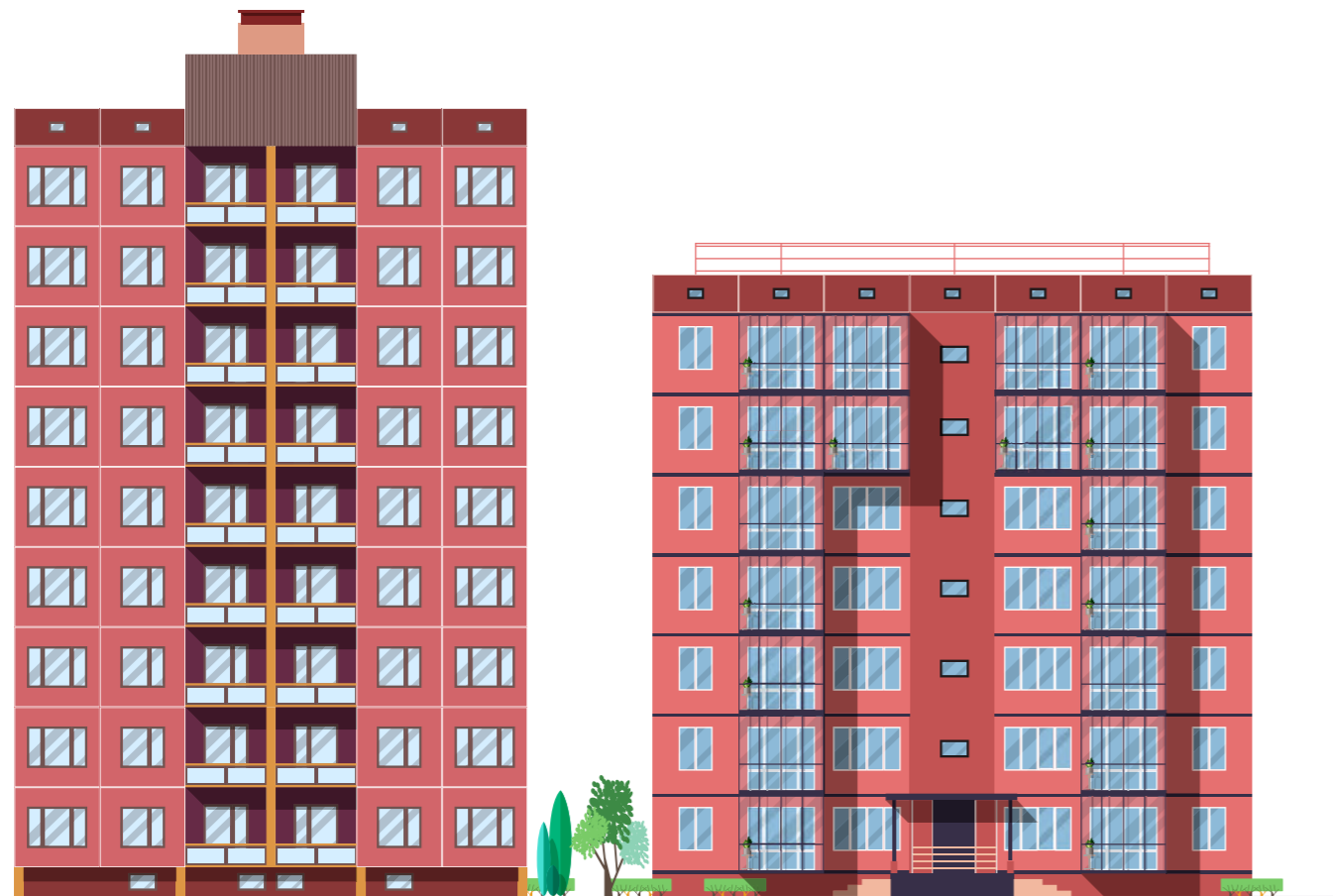
Once again, we would like to thank all our residents who took time to take part in completing the survey. Your valuable feedback has enabled us to produce this plan which is bespoke to your block.

Should there be any further information about safety measures in your building that you would like such information may include (but is not limited to):

- The Full Building Safety Case Report and any assessments in the Building Safety Case report.
- How assets in the building are managed and maintained, e.g., frequency of lift maintenance.
- Information on the maintenance of fire safety systems.

If you put your request in writing to us and include your name, address, email address and type of information requested, we will then endeavour to get this to you within 10 days. If we are unable to provide the requested information we will provide you with a reason as to why.

We kindly ask that when requesting any information, you let us know how you'd like to receive that information. Where possible we will make best endeavours to ensure we can meet your chosen preference. Alternatively, if no preferred method is given, we would look to provide this electronically.



Resident Engagement and Communication Plan - Thaxted House

## 6. Residents Panels

**As a responsible landlord we want to do more to engage with our residents that live in our high-rise blocks on building safety.**

As part of our efforts, we want to set up a Resident Panel that is made up of residents across our 32 high-rise blocks.

The Resident panel will be able to:

- discuss and influence what building safety decisions should be involved in
- input on how the impact of works on residents can be reduced
- explore how we can better communicate our messages and co-create our overarching Resident Engagement Strategy.



Resident Engagement and Communication Plan - Thaxted House

## 7. Residents training

Our Resident Safety Engagement team will be looking to set up resident training which will likely include training on how to stay safe in your home. Further details on this will follow.

## 8. Resident Engagement Communication Plan Summary

Thaxted House - Resident Engagement Plan Summary

Date 30 September 2024

<b>Building name and address</b>	Thaxted House Siviter Way Dagenham RM10 9ST
<b>Basic info proposed - age of block, height, no. of storeys, construction</b>	Thaxted House was constructed in 1966 and is made up of 16 floors.
<b>Buildings Evacuation Strategy and what to do in the event of a fire</b>	On identifying a fire at this block, you should follow the instructions indicated on the fire escape plan displayed within the building and provided during tenancy sign up.
<b>List of fire and smoke control equipment</b>	<ul style="list-style-type: none"> <li>• Automatic Opening Vent (AOV)</li> <li>• Fire extinguishers</li> <li>• Dry risers</li> <li>• Lightning protection</li> <li>• Emergency lighting</li> <li>• Sprinklers</li> <li>• Flat entrance doors</li> <li>• Communal access doors</li> <li>• Lifts</li> </ul>
<b>Location of fire escape routes, fire doors and other aids (smoke alarms, emergency lighting, fire alarm activation devices, other evacuation equipment)</b>	Emergency escape plans provided and stored within premises information boxes

<b>Measures inside flats and in the buildings communal area to keep residents safe</b>	FD30s - Front entrance doors have been installed to improve compartmentation in the event of a fire.
<b>Building information residents would like</b>	<ul style="list-style-type: none"> <li>• Information relating to works taking place within your block via letter</li> <li>• Health and safety information via letter</li> <li>• Block inspection information via letter</li> <li>• Fire Risk Assessments via email</li> <li>• Fire Evacuation plans via post</li> </ul>
<b>Future work planned on your buildings / estate</b>	A mechanical and electrical feasibility survey to be undertaken on this block, following that works could include Fire Doors, mechanical and electrical and communal works.
<b>Building Safety Risk</b>	Based on the 2024 Fire Risk Assessment this building has been assigned a risk rating of High.
<b>What Residents need to do if they feel they would need assistance escaping from a fire or in the event of an emergency</b>	<p>Should you feel you may require assistance escaping from a fire or in event of an emergency then please email <a href="mailto:housingservicesoffice@lbbd.gov.uk">housingservicesoffice@lbbd.gov.uk</a>. Please include your name, address and include the word PEEPs in the title</p> <p>We routinely write to all residents that live in flats every 9-10 months to ensure that their situation hasn't changed.</p>



<p><b>LBB and Residents responsibilities</b></p>	<p><b>Tenants' responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Not doing anything that places themselves or other residents at risk, for example, not making alterations to the flat entrance fire doors, parking motor vehicles or mobility scooters in the communal areas or taking gas bottles into our blocks etc.</li> <li>• Familiarising themselves as to what to do if there is a fire within their property or another part of the building.</li> <li>• Informing us if their circumstances change and they are no longer able to evacuate in the event of an emergency.</li> <li>• Reporting any repairs within their dwelling and any repairs observed within the communal areas to our Repairs team on 0208 592 7388.</li> <li>• Ensuring that the smoke detectors within their property are functioning, by checking these at least once a month.</li> <li>• Keeping communal areas and landings clear of belongings at all times including refuse sacks and any personal items in line with the Council's Zero Tolerance Policy.</li> <li>• Facilitating access to inspect, repair or improve aspects of their dwelling as identified as requiring fire remedial works.</li> <li>• Using the bin chutes safely to dispose of rubbish and contacting the caretaking team if help is needed to dispose of bulky items. Noting that lithium batteries must be disposed of in line with the manufacturer's guidelines.</li> <li>• Do not smoke in our communal areas or tamper with communal fire safety controls measures including fire safety signage or notices.</li> <li>• Do not wedge open any communal fire doors or remove self-closing devices from your own front entrance doors.</li> <li>• Report any concerns in relation to fire safety issues.</li> </ul>
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<p><b>LBB and Residents responsibilities</b></p>	<p><b>Our responsibilities:</b></p> <p>We commit to doing the following: -</p> <ul style="list-style-type: none"> <li>• To carry out routine block inspections to identify any repairs and ensure landings and communal areas are kept clear of items.</li> <li>• To work in partnership with our tenants and colleagues in the London Fire Brigade (LFB) in accordance with best practice.</li> <li>• Continue to listen to and act on the voices of our tenants.</li> <li>• Carry out our compliance duties within the communal areas and within your dwellings in line with current regulations.</li> <li>• Conduct quarterly inspections on fire doors in each high-rise building</li> <li>• Populating information and updates in a timely manner</li> <li>• Our Caretakers will clear any fly-tipped rubbish from our communal areas and report back safety concerns observed.</li> <li>• Take appropriate action against tenants and leaseholders that do anything that places themselves or others at risk.</li> </ul>
<p><b>Preferred method(s) for how LBB should communicate building safety information with residents</b></p>	<p>Based on the information received, the preferred method of contact for residents of your block is via letter.</p> <p>In addition to this we will also be setting up a designated Towerblock hub on our website whereby you will be able to find all information relating to your block in one location. Further details on this will follow.</p>





**Training – engaging with residents on their training needs (needs analysis)**

We are currently in the process of developing a resident training programme to deliver training on but not exclusive to keeping safe in your home.

**Complaints procedure – How we will respond to resident’s complaints and enquires**

To report a complaint you can do so via the Council’s Complaints procedure, you can call and log this via 0208 215 3000 or online at [www.lbbd.gov.uk/council-and-democracy/complaints-and-compliments](http://www.lbbd.gov.uk/council-and-democracy/complaints-and-compliments)

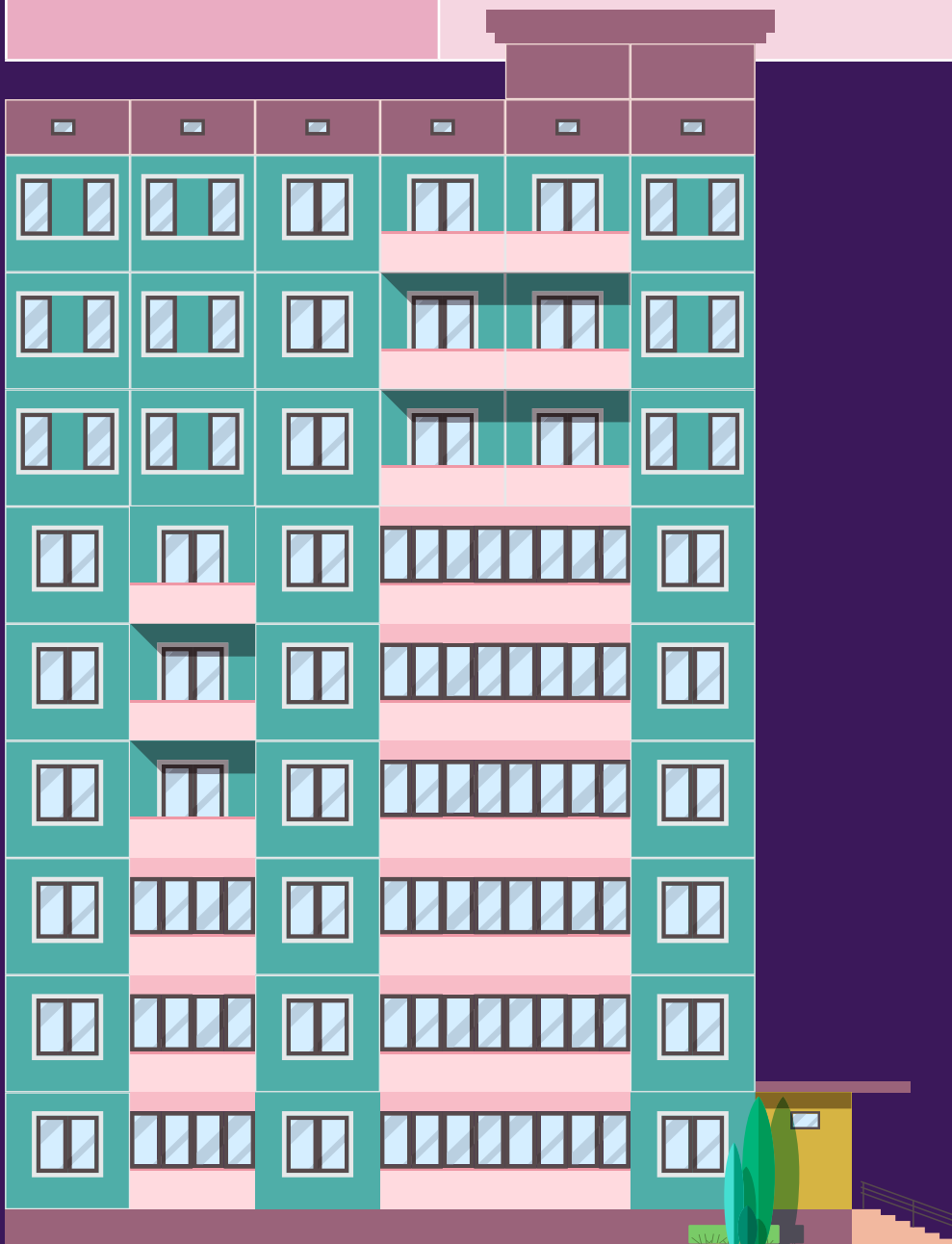
We will reply within 10 working days of receiving your complaint. If we cannot reply within 10 working days, we will agree a date with the you.

If you remain unhappy with the outcome of a complaint you can escalate a complaint to the Building Safety Regulator directly.

To contact the Building Safety Regulator directly: Telephone 0300 790 6787 (Monday to Friday, 8.30am to 5pm, except on Wednesdays when they are open from 10am to 5pm)

Fill in the form on their website

[www.gov.uk/guidance/contact-the-building-safety-regulator](http://www.gov.uk/guidance/contact-the-building-safety-regulator)



**Barking & Dagenham**